

Issue: Closing Claims

1. When to **close** a claim or set to **inactive** status:
  - a. Lack of cooperation from Customer or Repair facility, to supply information needed to adjudicate their claim
  - b. Customer decides to abandon claim and cease adjudication.
  - c. Decision to sell vehicle
  - d. Death of customer, etc.
2. If one of the above exists, document the following via **Claim Notes**:
  - a. Title the note **Inactive/Close Request**
  - b. Reason for marking inactive or closing
  - c. Reason this information prevents claim adjudication
  - d. List attempts to contact in accordance with the 3-5-7 timeline for information requested
3. Create an **Inactive/Close Request** task to their team lead for review.
4. Team Leads or higher will review the Inactive/Close Request note within the claim. Ensuring the following apply:
  - a. The information needed indefinitely prevents adjudication and cannot be worked around.  
**Note.** If the claim can be adjudicated in lieu of this information, create a task back to adjuster advising to proceed with claim.
  - b. The handling adjuster has exhausted all means of communication with customer or repair facility at day 3, day 8, and day 15 of the claim when information is requested.  
**Note.** If the contact timeline has not been followed, task back to handling adjuster for immediate callout to customer and repair facility.
5. After Reviewing, the Lead will document their review in the notes.
  - a. Title the note Inactive/Close review
  - b. Confirmation of why this lack of information prevents adjudication.
  - c. Confirmation of 3-5-7 timeline being followed, all means of contact have been exhausted.
6. After the Team Lead has posted their review note to the claim, they can then mark the claim closed or inactive by selecting the [Close Claim] action button
7. If authorized items exist on a claim, you will be prompted with a warning prior to closing the claim. If you still need to proceed select [Continue]
8. At this point the claim will reflect as closed/inactive under the claim details page
9. At this point the claim has been closed and you will need to set a task to have the inactive letter sent. To do so task an inactive letter request to Customer Service

### Purpose

This SOP is intended to outline the criteria and process for closing a claim or marking inactive.

### Teams Impacted

- Small Claims
- General Claims
- Technical Claims
- Customer Service
- Claims Management
- Customer Service Management

### Procedure



1. Start by determining the need for closed or inactive status.
  - a. Prior to marking a claim closed or inactive, you must first determine if the claim qualifies for this status change. There are few reasons why this should be done, they are as follows:
    - i. Lack of cooperation from Customer or Repair facility, to supply information needed to adjudicate their claim.
    - ii. Customer decides to abandon claim and cease adjudication. Decision to sell vehicle, death of customer, etc.
2. Once it's been determined that one of the above scenarios exist, adjusters must document the following via claim notes.
  - a. Title the note ***Inactive/Close Request***
  - b. Reason for marking inactive or closing.
  - c. Reason as to why this information prevents claim adjudication.
  - d. Outlined description of contact attempts made in accordance with the 3-5-7 timeline for information requested.


Category	Notes	CreatedBy	Created Date/Time
Claim	INACTIVE/CLOSE REQUEST Marking inactive due to lack of cooperation from CS/RF. Claim needs record of service from 11/1/2022 @ Brakes Plus as this supports pre-x failure Initial request made to CS and RF on 11/15/22, again on 11/18/22, 11/23/2022, and 11/30/2022. Contact made via call/VM and email communication.	ason Dolan	12/02/2022 11:29 AM

3. At this point the scenario has been identified and documented within the claim notes the adjuster will create an **Inactive/Close Request** task to their team lead for review.



New Task: Task

Task Information

Name  
 Search Contacts... 


\*Subject  
 Other 

\*Task Type  
 General



Assigned To  
 Johnnie Martinez 

\*Task Reason  
 Follow Up

1 Total Task

Due Date  
 12/2/2022 

Other Reason Details  
 Inactive/Close Request

Related To  
 2112140 

Activity Capture Type  
 --None--

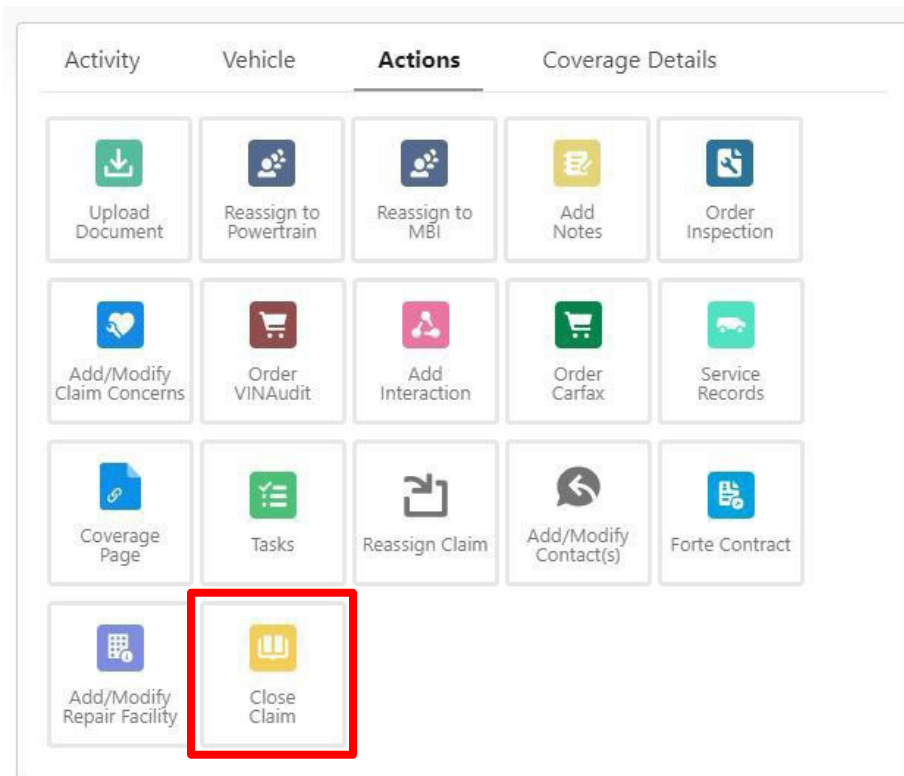
Additional Information

Save & New Cancel **Save**

4. Team Leads or higher will review the **Inactive/Close Request** note within the claim. Ensuring the following apply:
  - a. The information needed indefinitely prevents adjudication and cannot be worked around. \*If the claim **can** be adjudicated in lieu of this information, create a task back to adjuster advising to proceed with claim.
  - b. The handling adjuster has exhausted all means of communication with customer or repair facility at day 3, day 8, and day 15 of the claim when information is requested. \*If the contact timeline has **not** been followed, task back to handling adjuster for immediate callout to customer and repair facility.
5. After reviewing, the Team Lead will document their review in the claim notes as follows:
  - a. Title the note **Inactive/Close Review**
  - b. Confirmation of why this lack of information prevents adjudication.
  - c. Confirmation of 3-5-7 timeline being followed, and that we have exhausted all means of contact.

Claim	<b>INACTIVE/CLOSE REVIEW</b> Confirmed via Carfax reporting that record does exist for potential same failure on 11/1/2022 predating coverage. Must be received to rule out pre-x. Claim notes confirm contact attempts were made on 11/15/22,11/18/22,11/23/2022,11/30/22 IAW 3-5-7 timeline.	Jason Dolan	12/02/2022 11:37 AM
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- After the Team Lead has posted their review note to the claim, they can then mark the claim closed or inactive by selecting the **[Close Claim]** action button.



- If authorized items exist on a claim, you will be prompted with a warning prior to closing the claim. If you still need to proceed select **[Continue]**.



8. At this point the claim will reflect as closed/inactive under the claim details page.

Information	
Claim Number 2112140	Owner Name Johnnie Martinez
Account RODNEY WILSON	Paid \$0.00
Contact mike.jones	Policy Number MRF4146665
Claim Type General	Contract Sequence
Status Closed	Insured Asset IPA-01626906
Processing Status Inactive	Repair Facility 19090 PEP BOYS
Claim Paid Status Pending	Repair Facility Contact mike.jones
Call In Date	Repair Order Number

9. At this point the claim has been closed and you will need to set a task to have the inactive letter sent. To do so task an inactive letter request to Customer Service.

Assigned To Customer Service Group	* Task Reason Send Inactive Letter
121 Total Tasks	
Due Date 12/2/2022	Other Reason Details
Related To 2112140	Activity Capture Type --None--
Additional Information	
* Priority --None--	
* Status Not Started	
Comments	
<div> <div>Save &amp; New</div> <div>Cancel</div> <div>Save</div> </div>	

### Approval & Revision

Date Created 12/2/2022	Created By Johnnie Martinez	Date Approved 12/2/2022	Approved By Jason Dolan	
Date Revised 08/01/2023	Revised by Melissa Bryant	Revision Description Added Fast Track Article	Date Approved 08/01/2023	Approved By Amanda Wiseman
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]	Approved By [Approver's Name]
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]	Approved By [Approver's Name]
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]	Approved By [Approver's Name]